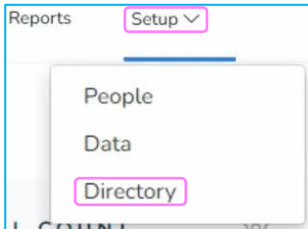


You are able to run Organisational level reporting. Before you can run a report, the directory needs to be populated.

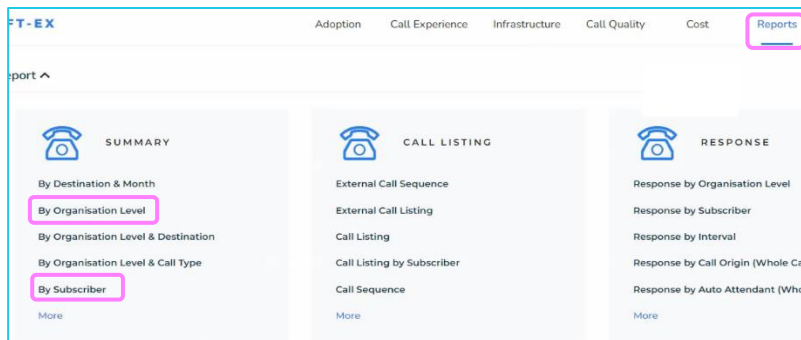
Verify the Directory is populated

Before you can run an Organisation report, the directory needs to be populated. To check this, click 'Setup' > 'Directory'. Here you would be able to see various elements of Organisational level information.



Access the report

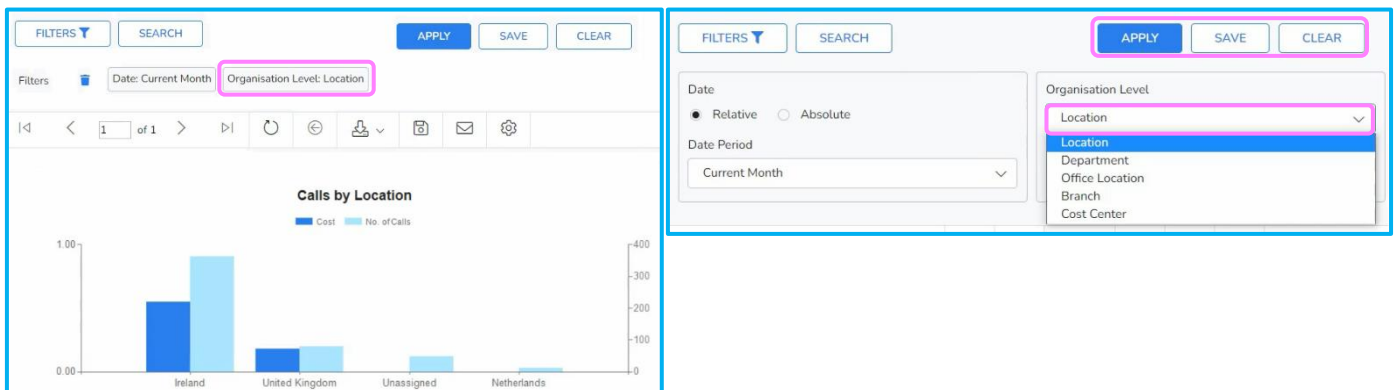
- click on Reports
- from the Summary select the **By Organisation Level** or **By Subscriber** template.



By Organisation Level

When you select this option, a **Calls by Location** report is generated. To change the Organisation Level, select the level from the report properties, this will reflect levels configured within the directory.

You can Save or Schedule the report if needed.

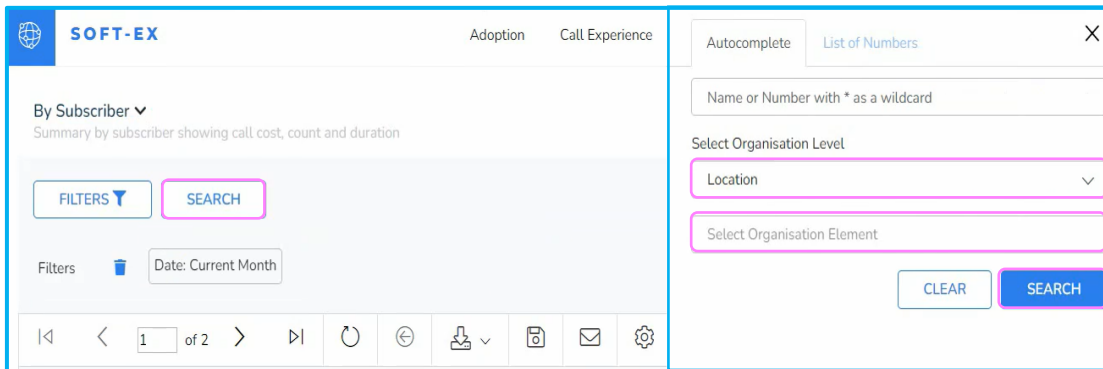


Note: Some steps, screenshots and options may differ slightly depending on the application, browser, operating system and software version you are using.

By Subscriber

Here you can use the **Search** option to search the Organisation Level information.

Click Search and select the department you want to report on. The report would generate and show this departments information.



The screenshot displays the SOFT-EX interface. The main header includes the SOFT-EX logo, 'Adoption', and 'Call Experience'. The 'By Subscriber' section is active, showing a summary of call cost, count, and duration. Below this, there are 'FILTERS' and 'SEARCH' buttons. A filter for 'Date: Current Month' is visible. On the right, a search panel is open, featuring an 'Autocomplete' tab and a 'List of Numbers' tab. The search input field contains the placeholder text 'Name or Number with * as a wildcard'. Below the input field, there are two dropdown menus: 'Select Organisation Level' (currently showing 'Location') and 'Select Organisation Element'. At the bottom of the search panel are 'CLEAR' and 'SEARCH' buttons. The bottom of the interface shows a navigation bar with various icons and a page indicator '1 of 2'.

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